



## Procedure for Granting Permission to use Iowa's Quality Service Review (QSR) Protocol

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**What is the  
Quality Service  
Review?  
(QSR)**

The Quality Service Review (QSR) is a method used for reviewing the status of infants, toddlers, and their families and the adequacy of performance of key service system functions to improve their functioning and well-being. The QSR review methodology is based on a protocol developed by Ray Foster, PhD, of Human Systems and Outcomes, Inc. (HSO).

The QSR examines short-term Early ACCESS results for infants and toddlers and their families and the contributions made by the Early ACCESS system in producing those outcomes. Review data are used for understanding and improving the frontline practices of service coordinators and intervention service providers. Also, the QSR may be used to identify areas where performance is exceptional so that "best practices" may be shared with others. The protocol follows a case practice review process.

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**Can another  
state/program  
use Iowa's QSR  
protocol?**

Yes. Since the Iowa QSR protocol was developed using federal funds, it is within public domain. Others are free to use the Iowa QSR in its current form or to adapt it.

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**Do  
states/programs  
need to get  
special  
permission  
from Iowa  
before they can  
use Iowa's  
QSR?**

No special permission is required, but we do ask that when significant portions of the protocol are used or adapted, others give credit to Iowa as well as to Human Systems and Outcomes, Inc.

Suggested language follows:

*(Name of Entity Using or Adapting the QSR) acknowledges that this methodology has been developed by adapting the Quality Services Review (QSR) Protocol from Iowa's Early ACCESS System (IDEA), Part C, developed by Human Systems and Outcomes, Inc., January 2004 (or the date of the current version of the protocol the state is adapting). Iowa partners in the Early ACCESS System are: Iowa Department of Education (Lead Agency), Iowa Department of Human Services, Iowa Department of Public Health, and University of Iowa Child Health Specialty Clinics.*

Suggested placement of the above acknowledgment text is in the inside cover of the QSR protocol or on page 1 of any individual tool developed.

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**Is the protocol available on-line?**

The Iowa QSR is posted as a read-only file at:  
<http://www.state.ia.us/earlyaccess/documents.html> .

Iowa contracts directly with Human Systems and Outcomes, Inc. for all revisions to the QSR tool.

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**How can states find out more about the Iowa Early ACCESS QSR?**

By calling an Early ACCESS Consultant for Monitoring and Continuous Improvement, currently Barbara Khal at 319-353-6917 or Shelley Ackermann at 515-281-8634 or call the Early ACCESS administrative secretary at 515-281-3021 for an appropriate referral.

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**How can states contact Human Systems and Outcomes, Inc.?**

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